Defense Information Systems Agency

A Combat Support Agency

vSHARE

DISA's Knowledge Sharing and Collaboration Platform

Knowledge Management in a SharePoint Environment

Office of the CIO

NN August 2011

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Purpose and Agenda

vSHARE

- **vShare Purpose:** *Provide the DISA workforce a SharePoint-driven user-friendly, easily searchable entry point for easily locating all internal DISA content and to access internal business, administrative, and financial applications and information services.*
- **Agenda :**
  - Drivers and Influences
  - Solving Legacy Challenges
  - Preparing the Agency for Success
  - Deployment Timeline

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Drivers and Influences

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- The need for one entry point to access DISA information, applications and content
- Current internal information & content search capabilities are poor
- The need to have a collaborative and flexible knowledge sharing platform that is easily and quickly configurable to meet changing business needs – fast
- The need to retire legacy DISA business and information systems
  - Retire Legacy Business and Management Apps: e.g., DISA Workspaces SAT, DISA Records Repository, AIMS, CMIS, DISA DKO
  - Eliminate Redundancies:
    - E.g., Shared drives >> storing data in email, move to one knowledgebase, stop storing same data & content in multiple systems (e. g. NSKM >> Workspaces)
- "Need to share" rather than "need to know" within reason
- DISA Campaign Plan
- SECDEF efficiencies initiatives

Solving Legacy Challenges

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Our knowledge environment must …

Support interoperability …

… by reducing siloed systems!

Provide a robust search capability…

… by eliminating individual system searches!

Eliminate redundant data storage…

… by consolidating information into a common environment!

Automate routine processes…

… by providing a common infrastructure and framework!

Create and foster collaboration communities…

… by integrating information across organizational boundaries!

… to maintain decision superiority and gain operational efficiencies!

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Preparing the Agency for Success

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- **Market Capabilities to Agency Workforce**
  - Federated search
  - Enterprise content management & records management in one place
  - Single point of entry to everything DISA
  - Virtual collaboration
- **Educate Directorates on Roles and Responsibilities**
  - Designate Directorate staff who will perform critical roles in vShare
  - Publicize delivery of three-day, instructor-led training sessions for critical roles; aligned to Directorate staging timeline
  - Publicize CIO's eight, one-hour, self-paced training modules for End Users; aligned to production deployment timeline

Deployment Timeline

DISA DECC
Production Environment
P 2010 Delivery to Agency by CIO
PM & PfM (EPM)

Oct 11 – Jun 12

Pre-Production vironment
CIO Directorate – Early Adopters
PM & PfM (EPM)
Risk Management and Mitigation
User-Interface Enhancements

Sep 2011

DISA DECC STAGING AREA
SP 2010 delivery to CIO by CSD
Taxonomy Development
Strategic Design
Mitigation
Training
Communications
Governance
QOTR Implementation
Marketing

Aug 2011

Agency SharePoint Training

Data Migration

CI6 Research, Development & Test Period
Dec 2010 - today
• Ready for staging

CI6 Dev/Test Environment
App Server
DB Server
App Server
DB Server
PM & PfM EPM

DISA Workspaces

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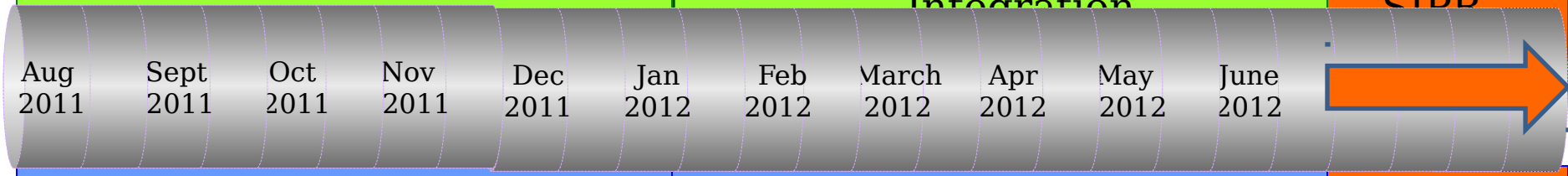
Capabilities Timeline



Phase I: vShare Delivery to DISA	Phase II: Legacy Application Integration	Phase III: SIPR
Capabilities to be Delivered	Capabilities to be Delivered	TBD
- Search (Federated) - Document & Content Management - Task Management - Dateline DISA , Forums, Wikis and Blogs - Organizational, Communities and My Sites - Basic BII and Dash Boarding Capabilities	- Enhanced Records Management Integration - Portal to PLD & CFE Legacy Applications - Workspaces & DRR sunset - CMIS sunset - AIMS Functionality Integration - Advanced BII and Dash Boarding	- Requirements Gathering - Developing the Implementation

SharePoint 2010

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Closing

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"DISA Must Provide Real Time Data, On Time, All The Time"

-- LTG Pollett, Director, DISA

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Demo of OA Environment

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It's all about maintaining decision superiority and gaining operational efficiencies for the Warfighter

DEFENSE INFORMATION SYSTEMS AGENCY

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Backup

Projected vShare Timeline

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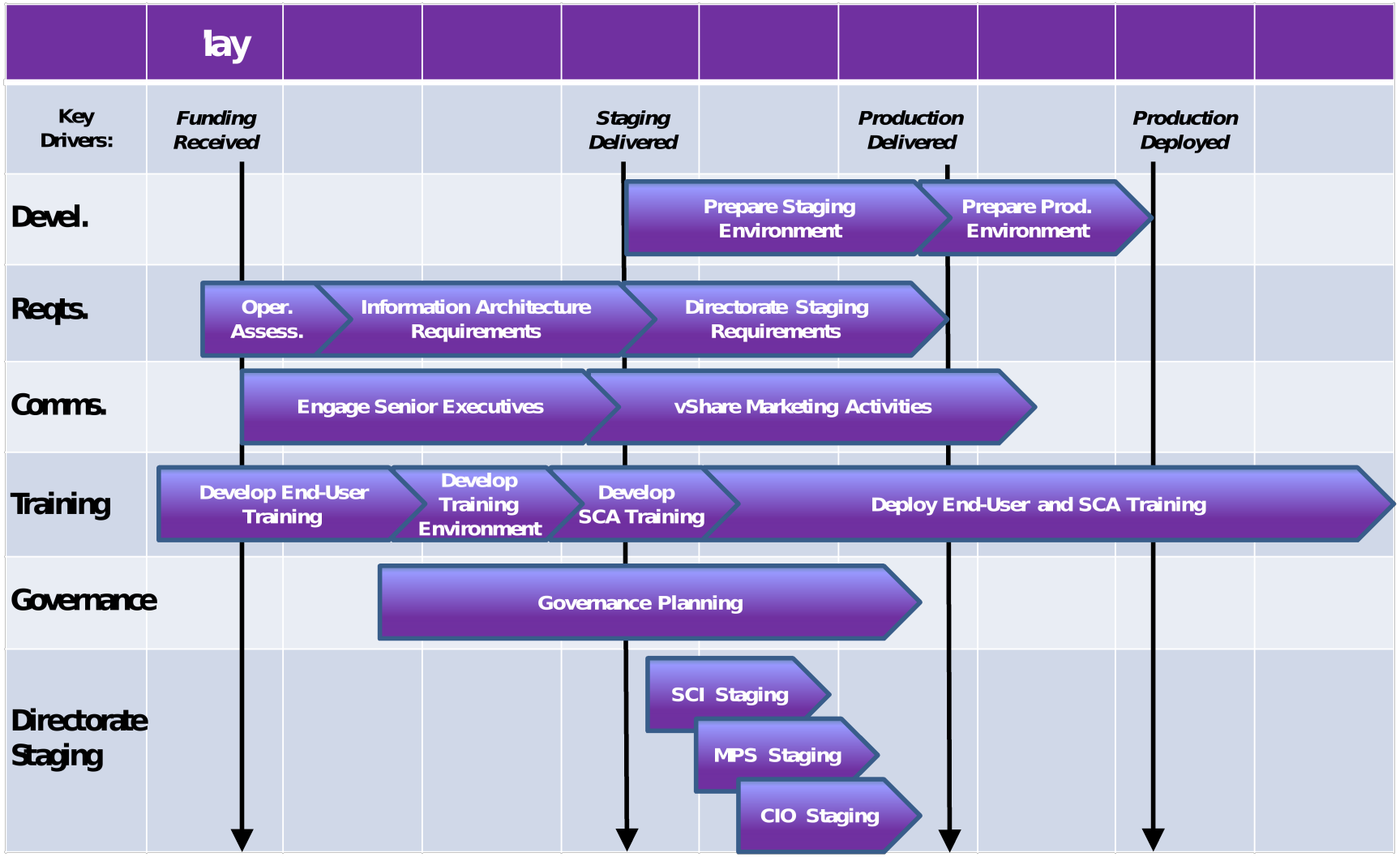

Notes:
1.CSD indicated Staging Environment would be provide 60 days after funding received;
2.Assumed that production environment would be provided 60 days after staging environment provided

Content Migration Approach

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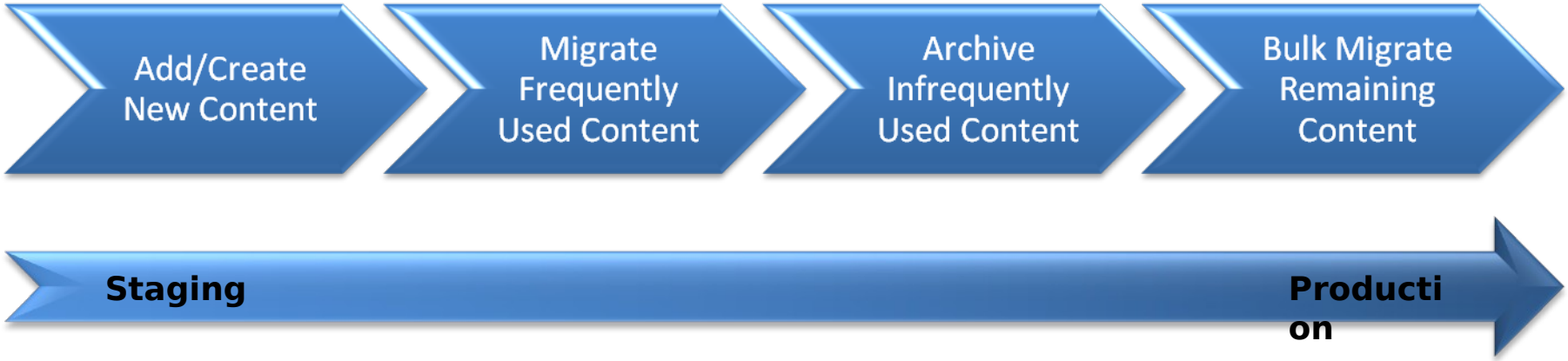

- **Directorates will begin adding and migrating content once their information structure is created in staging.**
- **Migration activities will continue into production as remaining content is archived or bulk migrated.**

Current DISA Knowledge Environment

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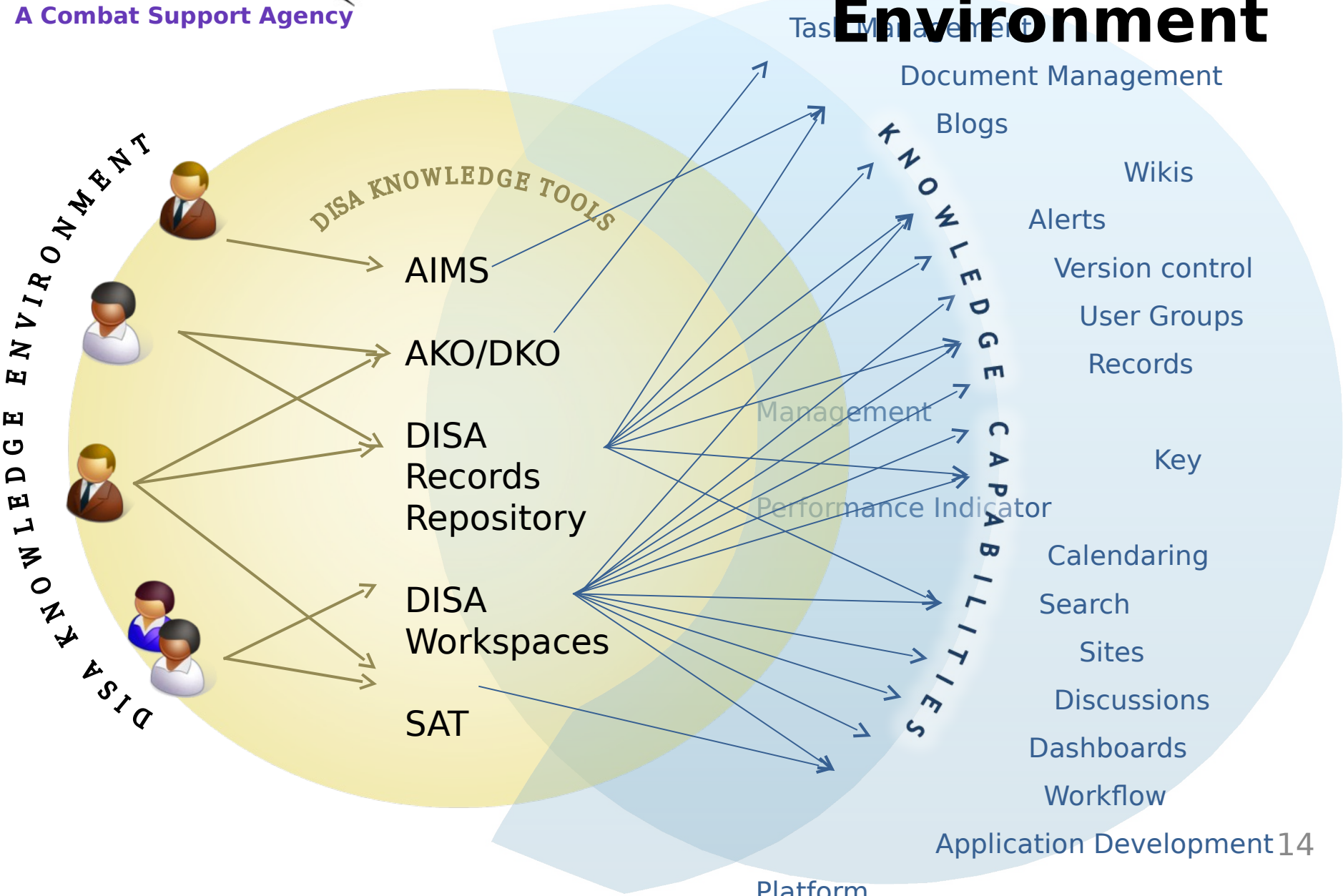

Future DISA Knowledge Environment

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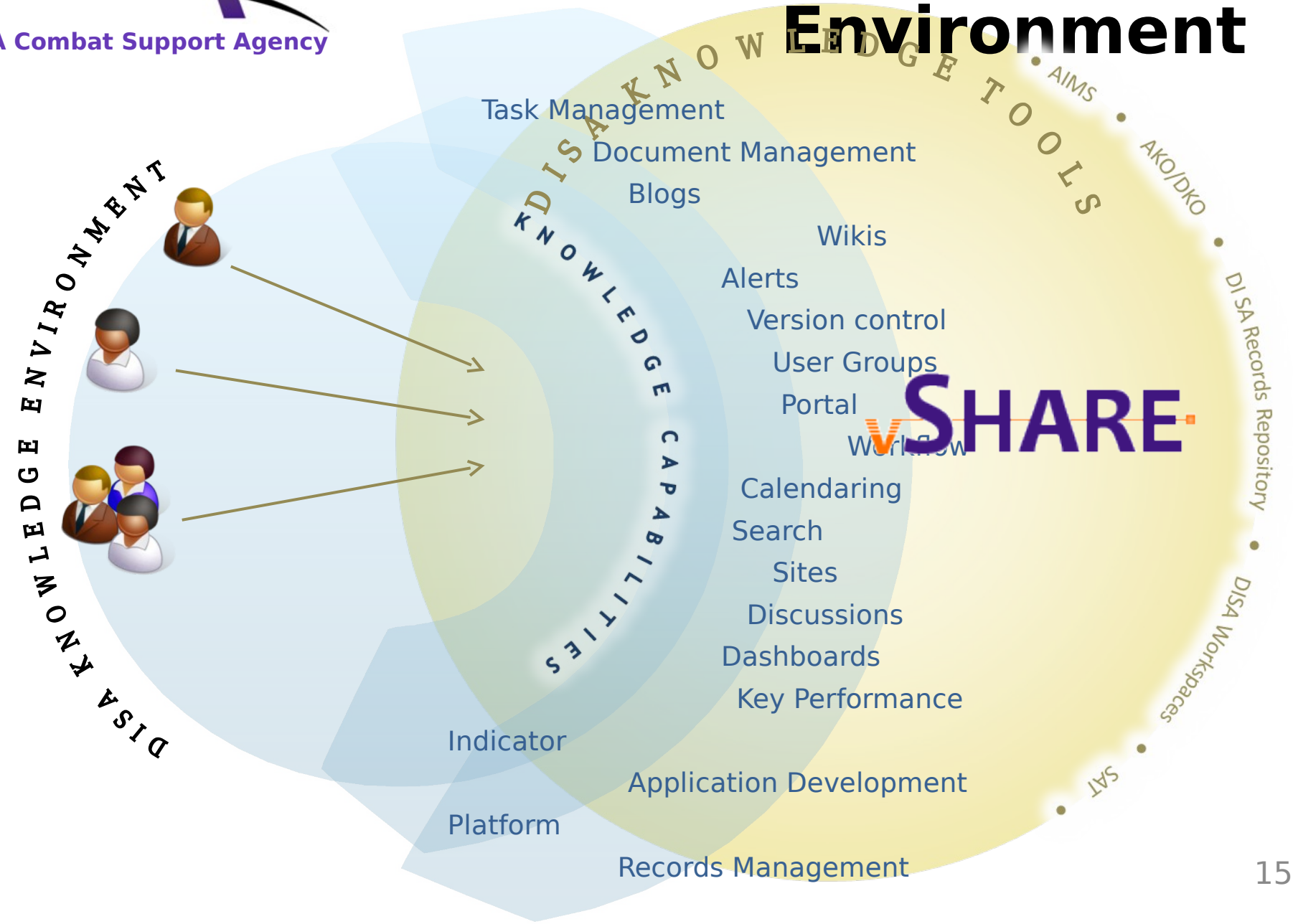

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Support Interoperability

Guiding Principles:
•Use standards for information sharing
•5015.2 compliant
•Reduce infrastructure complexities

DISA CIO CI6 efforts

- Develop a unified infrastructure for Intranet, Extranet and Internet sites
- Create a scalable operating environment for user tailorability
- Define and develop critical metadata management protocols

Mission Impacts	Mission Benefits
• Iterative functionality release	• Enhanced usability
• Legacy data migration	• Centrally organized repository
• Naming standards	• Ease of search
• Authoritative taxonomy	• Rapid creation of new sites
• Iterative workforce training deployment	• Lower training and maintenance costs

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Provide a Robust Search Capability

Guiding Principles:
•Common data store
•Enforce metadata tagging of content at creation
•5015.2 compliant

DISA CIO CI6 efforts	
• Develop federated search within vShare platform • Register content with DOD Enterprise Search to extend visibility to all potential customers	
Mission Impacts	**Mission Benefits**
• Governance to define access controls • Access controls linked to data as well as user profiles • Consistent monitoring of content	• Greater access to relevant data and information • Faster access to relevant data and information

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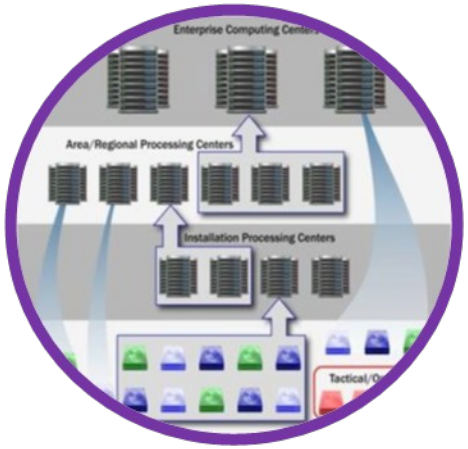
Eliminate Redundant Data Storage



Guiding Principles:
- **Common data store and access across information environment**
- **DOD Net-Centric Data Strategy, 9 May, 2003**
- **44 U.S.C. Chapter 31**

DISA CIO CI6 efforts

- Develop taxonomy for standardized tagging and storage
- Develop process for consolidating data storage into vShare
- Develop approach for data migration

Mission Impacts	Mission Benefits
• Protocols to guide data migration	• Faster access to authoritative data
• Tagging and permissions required for all data migrations	• Decreased data storage requirements
• Requires user engagement to apply correct taxonomy	• Infrastructure cost savings

Automate Routine Processes

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Guiding Principles:
•Common identity across all applications to ensure consistent roles
•Template based processes to ease user adoption and understanding

DISA CIO CI6 efforts	
• Identify enterprise processes and workflows • Share workflow use cases across agency • Develop taxonomy that supports geographically dispersed workflows	
Mission Impacts	**Mission Benefits**
• Identify and document existing processes • Migrate existing automated processes from other systems • Training requirements for new users	• Increased process efficiencies and consistencies • Immediate access to required actions and process statuses • Improved data for metrics and measurement of process performance

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Create and Foster Collaboration Communities

Guiding Principles:
•Eliminate organizational access barriers to promote cross-functional communities
•Use metadata and tagging to automate information discovery

DISA CIO CI6 efforts	
• Identify communities based on evolving mission requirements • Develop community-based metadata templates	
Mission Impacts	**Mission Benefits**
• Governance for communities	• Instant access to relevant community data and resources
• User-level metadata updates to be discoverable by new communities	• Ability to identify and collaborate with broader range of resources
• Training requirements to promote and encourage day to day business processes	• Single storehouse of relevant intellectual capital

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Directorate Staging

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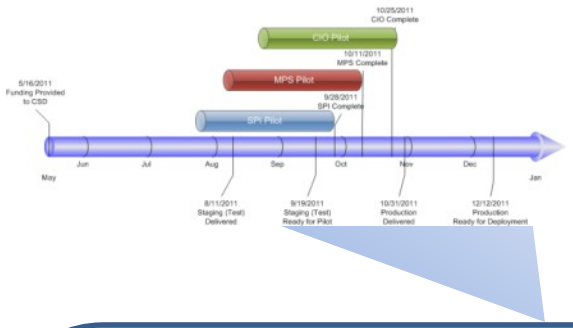

Staging Steps

Step 1: Requirements
- Identify Directorate Business Processes and Enterprise Workflows

Step 2: Configuration
- Develop Site Taxonomy and Information Structure

Step 3: Governance
- Create Directorate Specific Governance Addendum

Step 4: Training
- Design and Deliver Training to SCA team

Step 5: Communication
- Design and Deliver Directorate Communication Templates

Focus Areas

- Match key needs to vShare capabilities
- Leverage work from OA, previous phases
- Leverage work from OA, previous phases
- Training templates customized for Directorate needs
- Timed to ensure maximum user awareness at IOC

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Administrative vShare Roles

- **Site Collection Administrator (SCA)**
  - Full control of all sites and content within a site collection
  - Manage features, audit settings, and site policies
  - Provide mentoring and technical guidance to Site Managers
- **Site Manager (SM)**
  - Manage and configure site to support business needs of the organization
  - Create and maintain user permissions, create new spaces, and organize site content
  - Ensure site content is properly viewable, published, and maintained
  - Act as liaison between end user issues and Help Desk Team
- **Content Manager (CM)**
  - Maintain site content within an Organization Site
  - Ensure published content is up-to-date and sensitive information is secured
  - Ensure content is archived in accordance with DISA Records Management policies

Ineffective Search Capability Costs

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- **Assumptions**
  - 60% of DISA staff are Knowledge Workers (11,100)
  - 2.5 hours/day spent searching for information
  - 50% of information is not indexed
- **Annual Cost per Knowledge Worker ($22,500)**
  - Searching but not finding information: $2,500
  - Duplicating existing information: $5,000
  - Lost opportunities for enterprise: $15,000
- **Annual Cost to DISA**
  - 11,100 KWs @ $22,500/year = **$249.75M**

Source: IDC White Paper, "The High Cost of Not Finding Information," Feldman and Sherman, 2001

Dateline DISA Test - Windows Internet Explorer

http://cops.vsharedev.disa.mil/vshare/OA/OA_Reporting/Pages/Dateline-DISA-Test.aspx

Links CI6 vShare Dateline DISA ATAAPS AIMS BRAC FAQs CIO WAR CMIS DCO Demo For CP NDA Doc DISA DKO+AKO DSMC Google NDA Demo PLS

Dateline DISA Test | DCO Login

Site Actions | Jay McSweeney

vSHARE DISA Enterprise SharePoint

OA Reporting ▸ Dateline DISA Test

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Requirements
Use Story

Discussions
Team Discussion
OA Particpant Discussions

Dateline DISA Test

Wednesday, June 22, 2011

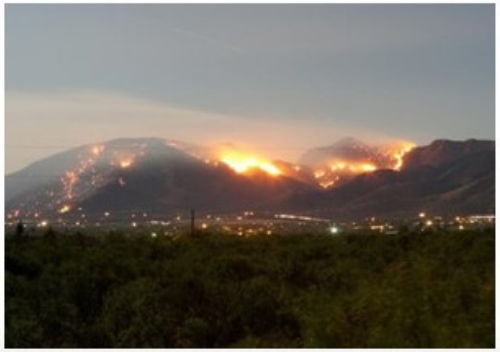
RSS | Email Alerts | Archives

SUBMIT A STORY

DATELINEDISA

QUOTE OF THE DAY
"He has a right to criticize, who has a heart to help."
Abraham Lincoln

ABOUT DISA | APPLICATIONS | COLLABORATION TOOLS | INFO & RESOURCES | PERSONNEL | ASSISTANCE



Updated 6/21: JITC Employees Affected by Wildfires

Joint Interoperability Test Command (JITC) stationed at Fort Huachuca in Sierra Vista, Ariz. have been widely affected by wildfires there. As of 10 a.m. on Tuesday, June 21, 19 civilian and military employees and 121 contractors had been evacuated from their homes.
Read more...

HEADLINES

+ Network Services Improves Visibility and Awareness of Service Order Delivery
+ Civilian Deployment Opportunities
+ Updated 6/21: JITC Employees Affected by Wildfires
+ Campaign Plan 2011-2012 Released
+ JITC Supports Coalition ISR Interoperability

TODAY

DECC Mechanicsburg Toastmasters
Bldg 310, Mechanicsburg Navy Depot
11:35 a.m. - 12:25 p.m

Bible Study
Command Building, C5D15, Tel "1735"
12 p.m. - 1 p.m

Global Transformers Toastmasters
Command Building, C4E12
12 p.m. - 1 p.m

THURSDAY
FRIDAY
MONDAY
TUESDAY

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vShare is brought to you by the Information & Knowledge Management Divison (CI6), powered by Microsoft.

vSHARE

DISA's Enterprise SharePoint ®

Available at your workstation in Summer 2011

is Coming!

Be more **productive** with **vShare**

The tools you need to get your job done!

vShare enables you to:

- **Rate content and read reviews**
- **Connect with colleagues**
- **Tag content**
- **Route and approve documents**
- **Share your work through Sites**
- **And so much more...**

vShare will be a one-stop-shop for DISA's collaboration, business processes, content management, business intelligence, information sharing, enterprise search, records repository and data storage.

For more info visit **https://vshareinfo.disa.mil**

Microsoft SharePoint 2010